

# FAIS DISCLOSURE

## IMPORTANT INFORMATION FOR ALL OUR CLIENTS

<b>Company Name:</b>	Barker Insurance Brokers (Pty) Ltd	
<b>Registered Address:</b>	97 Oxford Road, Saxonwold, 2123	
<b>Company Registration no:</b>	1973/004308/07	
<b>Telephone Number:</b>	011 880 2610	
<b>Fax Number:</b>	011 880 2611	
<b>Email Address:</b>	<a href="mailto:bib@bib.co.za">bib@bib.co.za</a>	
<b>Website:</b>	<a href="http://www.bib.co.za">www.bib.co.za</a>	
<b>We are authorised to transact business as a Financial Services Provider</b>	<i>License Number:</i>	FSP 8416
	<i>Categories of License:</i>	Short-term Personal Lines and Short-term Commercial Lines
	Standard agency agreements to represent insurers	We have a written mandate to represent various insurers and will only present terms to you where we have such an agreement:
<b>How do we get paid for what we do:</b>	<p>In terms of our standard agency agreement we receive a commission from the Insurer with whom we place your insurances. This commission allows us to provide the following services to you; i) Selling and renewing policies ii) Maintaining and servicing policies iii) Collecting or accounting for premiums iv) Receiving, submitting or processing claims. The level of these commissions vary depending upon product type and range from 12% for SASRIA, 12,5% for Motor and to 20% for all others. The exact amounts are disclosed in your policy schedule. In addition, we charge you a broker / policy fee which will also be shown on your policy schedule.</p> <p>Where we provide services to you in addition to the services for which we already receive a fee from insurers as detailed above, we are required to disclose these services to you and receive your written consent to the payment of these fees. Details of these services are included in the Declaration.</p>	
<b>Our Insurance in place which provides protection to Clients</b>	<i>Professional Indemnity</i>	Hollard Policy no SL CPA 3428778 (Limit R20,0m)
	<i>Fidelity Guarantee</i>	Hollard Policy no SPL SLFG/000001147 (Limit R20,0m)
	<i>Intermediaries Guarantee Fund</i>	IGF000885
<b>Our Compliance Officer</b>	<i>Company:</i>	Associated Compliance (Pty) Ltd
	<i>License no.</i>	6377
	<i>Contact details:</i>	Telephone : 011 678 2533      Fax: 011 678 2533
		Email : <a href="mailto:info@associatedcompliance.co.za">info@associatedcompliance.co.za</a>
<b>If you have a complaint about our service, staff or products sold to you, please contact us in writing with full details of the problem encountered:</b>	<i>Name</i>	Rhett Barker
	<i>Address</i>	P O Box 2015, Saxonwold, 2132
	<i>E-mail Address:</i>	<a href="mailto:bib@bib.co.za">bib@bib.co.za</a>

## Conflicts of Interest

We make every effort to ensure that at all times we act in your best interests and in no way allow our own interests, potential or actual, to influence our objective performance and the delivery of unbiased and fair financial service to you. In furtherance of this objective, we want to ensure you fully understand the various interests we have, be they Ownership, Financial or Relationships with Third Parties. There are a number of entities with whom we can have a relationship of this nature and a summary of these is provided below:

<b>Financial Service Providers</b>	We are and FSP and act as your Broker. There may be circumstances where we have a relationship with another Broker (FSP) that you need to be aware of - NO
<b>Product Provider / Supplier</b>	This is your Insurer.
	Each of the above may well have companies that are associated with them with whom we have a relationship. These could be subsidiary or holding companies or certain natural persons such as spouse, children, parent. Where these relationships exist you need to be made aware of them.
<b>Distribution Channel</b>	These are arrangements with any of the above or combination of these that provides support or services to us in our role of providing a financial service to you
<b>Any other Person</b>	If there are any other persons that provide us with a financial interest as part of the delivery of the financial service.

### What represents an Ownership or Financial Interest?

<b>Ownership</b>	Actual equity that was paid for.
<b>Financial Interest</b>	Cash, or its equivalent, vouchers, gift service, advantage, benefit, discount, domestic or foreign travel, hospitality, accommodation, sponsorship, other incentive or valuable consideration travel, hospitality, accommodation, sponsorship, other incentive or valuable consideration

Any combination of these relationships and/or ownership or financial interests may present a potential conflict and as such we need to ensure that you are aware of these.

<i>Do we have a shareholding in any Insurer and/or cell captive arrangement.</i>	No
<i>Do we receive more than 30% of our income from any Insurer or cell captive?</i>	Yes. We receive more than 30% of our income from The Hollard Insurance Company Ltd
<i>Do we have a relationship with any product / supplier that provides a Financial Interest other than Ownership?</i>	No
<i>Do we have a relationship with any other FSP that provides an Ownership or financial interest?</i>	No
<i>Do we have a relationship with any other Distribution Channel that provides an Ownership, Financial Interest or Support Service?</i>	No
<i>Do we have a relationship with any other person that provides an Ownership or financial interest?</i>	No

### Staff Incentives

We also confirm that no Staff are incentivised to give preference to any specific Insurer and/or product and where incentives based on volumes of business are in place, these are supported by an assessment of the quality of business sold and procedures followed.

### Immaterial Financial Interest

It is generally accepted practice within our Industry that "entertainment" and "gifts and incentives" collectively referred to as an immaterial financial interest in the Conflict of Interest regulations, are often provided by the product provider to the financial services provider (broker) and visa versa and potentially from and to other financial services providers. The Rand value of such interests are limited, by legislation, per calendar year, to R1000 in respect of any one individual be they the provider of or beneficiary of such immaterial financial interest. Such limitations are dealt with and managed by our Management policy.

A full Copy of our overall Conflict of Interest Management Policy can be obtained from:

1. Our Offices upon written request to: [bib@bib.co.za](mailto:bib@bib.co.za)
2. On our website: [www.bib.co.za](http://www.bib.co.za)

## What else should you know?

### We undertake:

- To keep all information you tell us about yourself confidential.
- Not to alter any documents you provide us with when submitting them to any insurer. Where we feel an error has been made we will advise you prior to submission.
- To never ask you to sign blank documents – wherever possible all documents, be they proposals or claim forms should be completed by you to ensure full and correct details.
- Never to take away any rights you have in terms of any legislation that governs the way we transact business.
- To supply a copy of any documents used in the preparation of your insurances, when required, free of charge.

### Your insurer undertakes:

- To be the one who provides the reason for any claim that is repudiated.
- To ensure that they write to you should they wish to cancel your policy and to give you at least 30 days notice of their intention to do so.

### If you are paying your premiums by debit order:

- The debit order may only be in favour of one person/entity.
- It may not be transferred without your approval.
- You are entitled to 30 days notice of cancellation of the debit order.
- If you are paying for personal insurances:
  - You are entitled to a period of 15 days grace in which to pay the premium (other than in the first month of insurance).

### If you are paying your premiums in any way other than monthly:

- You are only entitled to a 15 day grace period if the insurances are in respect of your personal insurances, otherwise:  
all premiums must be paid at inception or by renewal date for the policy to be in force.

### If you have a claim or are involved in an incident that could lead to a claim:

- You must advise us immediately, preferably in writing. Your policy will contain conditions that relate to the early reporting of potential claims and it is important that you do not breach this responsibility.

### If any of the information you gave us changes:

- You must advise us immediately – policy cover, premiums and terms are based on what you told the insurer, so we need to advise them of any changes that could affect their view of you and your policy.

### Other contact details:

<u>Short Term Ombudsman</u>	<u>FAIS Ombudsman</u>	<u>Registrar of Insurance</u>	<u>Special Risks Insurer</u>
P O Box 32334	P O Box 74571	Financial Services Board	Sasria SOC Ltd FSP no: 39117
Braamfontein 2017	Lynwoodridge 0040	P O Box 35655 Menlo Park, 0102	P O Box 653367 Benmore, 2010
Tel No.: 086 072 6890 / 011 726 8900	Tel No: 012 470 9080	Tel No. 086 066 2837	Tel No: 086 172 7742
Fax Number: 011 726 5501	Fax No: 012 348 3447	Fax No: 012 347 0221	Fax No: 011 447 8630
Email: info@osti.co.za	Email: info@faisombud.co.za		Compliance Officer: Mr Mziwoxolo Mavuso
Website: <a href="http://www.osti.co.za">www.osti.co.za</a>	Website: <a href="http://www.faisombud.co.za">www.faisombud.co.za</a>	Website: <a href="http://www.fsb.co.za">www.fsb.co.za</a>	E-mail: <a href="mailto:mziwoxolom@sasria.co.za">mziwoxolom@sasria.co.za</a> Complaints Email: <a href="mailto:contactus@sasria.co.za">contactus@sasria.co.za</a>